GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3091
ANSWERED ON:06.12.2007
SETTING UP OF CALL CENTRES BY THE RAILWAYS
Siddeswara Shri Gowdar Mallikarjunappa

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways propose to spend Rs. 50 crores on setting up of call centres across the country;

(b) if so, the details thereof alongwith the locations of such centres, State-wise; and

(c) the benefits that would accure to the passengers from this arrangement?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI R. VELU)

(a): No, Sir. Since, the call centres are being set up on Public Private Partnership model, expenditure is borne by the firm to which the contract has been awarded.

(b): The call centres are being commissioned in four metro cities i.e. Delhi, Mumbai, Kolkata and Chennai covering North, South, East and West regions of the country. This system has already been inaugurated for North, West and South regions for Basic Enquiry Services and the remaining East region is likely to be covered very soon. Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) are the Telecom Service Providers (TSPs) for this service. This service has been made available on Vodafone recently in the Northern region. This service will also be available on other networks including cellphones shortly.

(c): Integrated Train Enquiry System consists of both Interactive Voice Response System (IVRS) and manual enquiry provisions for dissemination of information on train running status, reservation status, availability of accommodation alongwith other value added services. Passenger can dial a universal number 139 as a local call across the country for all rail related enquiries.